National Operations Center

A Good Investment for the BLM
Fiscal Year 2014 Accomplishments

Excellence in Action

BLM

Message from the Acting Director

Enable and comply! These words are the North Star guiding the National Operations Center's (NOC's) customer service excellence objective during fiscal year 2014. We have enabled more business, found more cost savings, and helped more customers than last year. I am proud of what we have produced and the commitments of the NOC staff to partner, innovate, and discover ways to enable the Bureau of Land Management's (BLM's) business. We continually emphasize the importance of customer relationships, becoming a quality neighbor by extending an open hand of partnership and trust. In addition, we maintain an excellent record of complying with difficult-to-interpret and hard-to-implement rules, helping the BLM remain in good standing.

I also thank all the BLM cross-directorate staffs that work closely with us to find good solutions and reasonable compromises. These NOC successes are truly BLM successes and would not be possible without the abundant help provided by the other BLM directorates. Whether the help is providing technical advice, offering direct support, or sharing the workload, I thank you. As this year closes, I believe the partnerships between the NOC and other BLM business entities are better than ever. The strength of these partnerships is evident from the many acknowledgments of good work from the field, the large amount of work being performed with sister agencies, the Department of the Interior's (DOI's) reliance on the BLM to lead key initiatives, and the regular discussions acknowledging the NOC's involvement in urgent BLM mission work. I believe that our customers embrace our services as being mission relevant and mission focused. I will continue to stress the working relationships, process improvements, and mission contributions necessary to maintain this high regard.

Budget transparency, awareness of the NOC's organizational goals, and tracking of cost savings across NOC services remain top priorities. I am proud of the status reports, scorecards, accountability reports, and project schedules that the NOC staff added this year. Our good work speaks for itself in these reports and draws our customers to us. We have set a standard this year where our customers seek the exceptional services that the NOC demonstrates every day.

So yes, this has been a great year, but much work remains. We survived the furlough, information technology transformation (ITT), the building renovation project, the centralization of classification, and more. These challenging events have made us stronger, better, and more resilient. Fiscal year 2015 brings a multitude of new challenges and opportunities for the NOC to succeed for the BLM. And succeed we will. We adapt, we improve, and we keep moving forward. I believe this is the definition of excellence in action, of an enabling service provider!

Mark Nielsen
Acting Director, National Operations Center

Division of Human Resource Services

Classification

$4.3 million

- Completed more than 1,000 significant classification actions.
- Developed an additional 32 standard and model position descriptions.
- Added two positions and filled vacant positions to provide faster service in fiscal year 2015.

Staffing and Employment

- Developed and issued 40 Bureauwide seasonal vacancy announcements for nonfire positions.

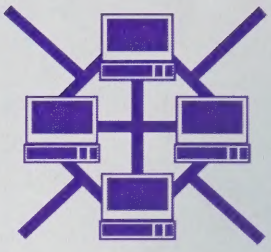
Security Operations

- Processed more than 9,000 requests for new, renewed, and reissued DOI Access Cards.

Benefits

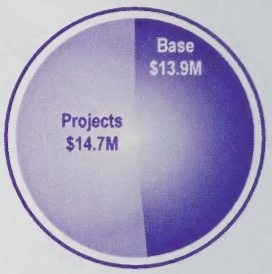
- Processed 480 retirement cases, including 58 under voluntary early retirement authority/voluntary separation incentive payment authority.
- Provided 1,515 retirement estimates to employees.
- Processed 1,561 deposits, 224 redeposits, 223 military deposits, 1,568 health benefit elections, 461 life insurance changes, and 458 Thrift Savings Plan actions.

Division of Information Resource Management



IT Transformation

$28.6 million



- Gained approval for a BLM IT organization designed to save $30 million in service delivery costs while offering best-of-breed service from a nationwide pool of IT expertise.
- Published the BLM IT service catalog to help customers understand the services we deliver and the agreed upon service timeframes.
- Successfully migrated BLM IT infrastructure support staff into one IT service delivery team.

Infrastructure Operations

- Completed significant upgrades to software, including Windows 7 and data at rest, on desktop computers Bureauwide.
- Developed a hardware and software maintenance book, which provides details about every IT item maintained through centralized funding.

National Applications and Program Support

- Redesigned the BLM IT security boundary to allow partners and the public to access appropriate data.
- Completed a successful pilot and established and staffed a NOC team for centralized billing for communication rights-of-way.
- Spearheaded delivery of external facing geographic information system (GIS) web services for seamless external and internal access to BLM's GIS products and services.
- Provided the management and oversight of annual IT information for the Collections and Billings System (CBS) financial statement, Office of the Chief Information Officer/Office of Inspector General audits against national applications, and CBS accreditation boundaries.

Projects, Engineering, and Development

- Upgraded BLM's IT incident and help request tracking system (Remedy) to provide faster response to user requests, quicker recognition of IT problems needing priority escalation, and a better method to manage IT staff performance.
- Successfully used statistics from the Remedy system to identify the cause of DOI Learn performance problems on BLM computers in several states.
- Developed a cost model for data center hosting that saves the BLM money by sharing space and resources with government partners.
- Developed plans to upgrade BLM's video teleconference, telephone, and mobile computing systems to increase usability and flexibility while significantly lowering operating costs.
- Developed a solution for and began installing BLM wireless (WiFi) networks for both guest and internal network access.

The remaining $5.2 million of the NOC's base funding represents Director's Office and overhead costs.

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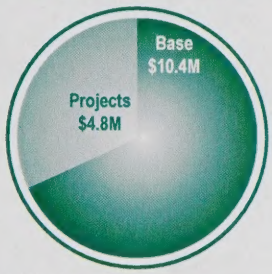
Division of Resource Services

Technical Operations

$15.2 million



- Provided hydrogeologic, geologic, air quality, visual resources, social and economic technical support for 43 land use plans and environmental impact statements for field offices in all BLM states and the Washington Office.
- Completed a new BLM Library website providing access to over 1 million scientific documents and published more than 40 national-scope technical communication products.
- Implemented a new cooperative agreement with the Western States Air Resources Council to initiate air quality monitoring and modeling projects.

Resource Data

- Developed and rolled out the BLM's EGIS Portal, a web-enabled data sharing location, with full documentation and in collaboration with State Offices.

Assessment and Monitoring

- Developed the remote sensing collection and analysis methods and dataset requirements for the broad- and mid-scale vegetation monitoring process as part of the larger sage-grouse monitoring plan, providing standardized indicators for reporting across all BLM management units.
- Compiled and analyzed more than 2,000 geospatial datasets for landscape-level, cumulative effects; completed the National Greater Sage-Grouse Monitoring Framework; and coordinated four interagency executive review meetings in support of the BLM Greater Sage-Grouse Planning Initiative.
- Developed a national riparian database for storing and managing proper functioning condition assessment results, including digitizing 60,000 legacy documents.
- Developed a geoportal to improve access to rapid ecoregional assessment (REA) information, released reports and datasets to the public for all seven REA study units in the first phase of BLM's landscape approach, and conducted eight REA training workshops for field offices.

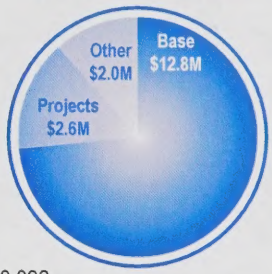
Program Operations

- Completed a study identifying 100,000 uninventoried abandoned mines in CA, NV, and UT.
- Identified $240,000 worth of savings in annual software licensing agreements.
- Trained 250 new ePlanning users and collaborated with the National Training Center to develop a new curriculum, including 35 individual online training modules.
- Provided significant technical support for the cleanup and restoration of the Yellowstone River due to the Exxon Mobile oil spill, and saved taxpayers more than $10 million by negotiating with the responsible party to pay these cleanup costs.

Division of Business Services

Finance

$17.4 million



- Received an unqualified audit opinion with no material weaknesses identified and met all DOI yearend milestones.
- Negotiated a no-cost interagency agreement for backup FBMS security with the U.S. Fish and Wildlife Service.

Accounting

- Processed 26,676 travel vouchers for $7,440,892.
- Processed 48,822 payments worth $465,182,720.
- Closed and deleted more than 30,000 work breakdown structures.
- Exceeded the DOI's goal of paying 98 percent of invoices on time and reduced interest paid by more than $8,000 from last fiscal year.
- Successfully converted from GovTrip to the Concur Government Edition (CGE) travel system.
- Processed 208 permanent change of station moves and cleaned up undelivered orders, deobligating more than $20 million for the Bureau.

National Property and Support

- Processed over 117,000 fleet transactions worth more than $36 million and nearly 750 vehicle purchase requests for nearly $16 million.
- Negotiated more than $2.9 million in rent savings and cost avoidance.
- Established six interagency leasing agreements for new Service First collocations in Colorado, Alaska, and Idaho.

National Acquisitions

- Deobligated funds for undelivered orders and returned $5,906,827 to the field and program funds.
- Negotiated and leveraged funding to save $1,471,520 in IT services task orders and $2,596,000 in commercial and GSA contracts, for an estimated 5-year savings of $10,300,000 for the BLM and $17,760,000 for the DOI.

Architecture, Engineering, and Design

- Managed facility design, supported construction, and achieved Leadership in Energy and Environmental Design (LEED) silver certification for the Ely Seed Warehouse in NV, the DOI's largest seed warehouse.
- Inspected 90 bridges in 5 states and designed 3 bridge in 2 states.
- Completed compliance assessment safety, health, and environment (CASHE) audits of 30 BLM offices, funded 25 corrective actions totaling $521,000 in 8 states, and awarded $1.6 million in continuing contracts.
- Managed and supported 38 design-build projects for radio infrastructure improvements in 5 states, awarding $6.2 million and establishing the planning and construction standard for new BLM radio facilities.

The NOC: A Good Investment for the BLM

Over the past year, the NOC has worked with Bureau leaders and our customers at all levels to implement a new IT organization that is efficient and flexible, meets the BLM's mission and changing business requirements, and is able to adapt to changing DOI IT infrastructure support and information resource management (IRM) initiatives.

In 1 short year, we have transformed BLM's IT services from a decentralized support model, with staffing levels based solely on the physical distribution of offices, to a centralized virtual support model where BLM users have access to a nationwide pool of IT expertise.

Although the Bureau's IT support staff was reduced by 100 positions through voluntary early retirement authority/voluntary separation incentive payment (VERA/VSIP) actions and attrition this year, we have realized significant cost savings, improved customer service, and enhanced workplace flexibilities throughout the transition:

Cost Savings:

- Successfully transitioned 196 IT specialists to the NOC and reduced labor costs by approximately $12 million.
- Leveraged strategic sourcing inititatives to purchase IT hardware, saving approximately $1.5 million.
- Saved more than $1.9 million by centrally managing license and software renewals.
- Reduced overall contract costs by approximately $5 million.
- Created a cost model for data center hosting, reducing the BLM's operations costs by sharing space and resources with government partners.
- Implemented plans to upgrade the BLM's video teleconference, telephone, and mobile computing systems to increase usability and flexibility while significantly lowering operating costs.

Customer Support Efficiencies:

- Reduced help desk ticket turnaround time.
- Deployed Remedy, the application used to submit help desk tickets, which has helped us understand where we are short on staff or have lingering problems that need attention.
- Published the BLM IT service catalog, which describes the services we deliver and the agreed upon service timeframes.
- Responded to IT emergencies 24 hours a day, 7 days a week, by implementing a duty officer rotation.
- Began installing wireless (WiFi) networks for both guest and internal network access at locations throughout the BLM.
- Implemented Bureauwide changes like two-factor authentication and Windows 7 upgrades.

Enhanced Workplace Flexibilities:

- Adapted to managing a virtual workforce with 248 employees located throughout the United States.
- Offered our IRM workforce maximum flexibility and vast opportunities to compete for positions of greater responsibility and technical complexity by reengineering our service delivery models to provide virtual support.
- Provided employees access to a sustainable career ladder that allows top performers to be promoted from within, without requiring the employee and their family to relocate, by implementing the virtual by design model.

This is just the beginning. IRM support services will continue to improve as the new organization takes shape over the next year. We are working with our customers to enhance services and will continue to make adjustments that allow us to use the talents of the IT staff more efficiently, providing the BLM with better service at the lowest cost possible.

National Operations Center Fiscal Year 2015 Priorities

1. Support the **greater sage-grouse** effort
2. Enhance **landscape management** techniques
3. Deliver the **Automated Fluid Minerals Support System (AFMSS)** application
4. Support BLM **branding** initiatives
5. Standardize BLM's **geospatial** web and **data sharing** strategies
6. Lead BLM **asset management** operations including **real estate, fleet,** and the **Working Capital Fund**
7. Reduce **BLM classification** processing time; pilot **worker's compensation** efficiency program
8. Produce a clean **financial audit** opinion and accurate **financial reports**
9. Enable **mobility, WiFi,** and **virtual workforce** infrastructure
10. Finish implementing national **IT service delivery** and reliability